

Financial Management Services (FMS) Stakeholder Meeting

FMS Vendor Transition for Self-Directed Services

Community HealthChoices

February 4, 2022

FMS Transition

Presented by your Community HealthChoices MCOs: AmeriHealth Caritas PA
CHC, Keystone First CHC, PA Health & Wellness, Inc., UPMC
AND Tempus Unlimited

- Transition of Financial Management Services
- Information Sessions
- Payroll
- EVV Training
- What's New
- Tempus Website
- Questions

Transition of Financial Management Services



Sharing the News!

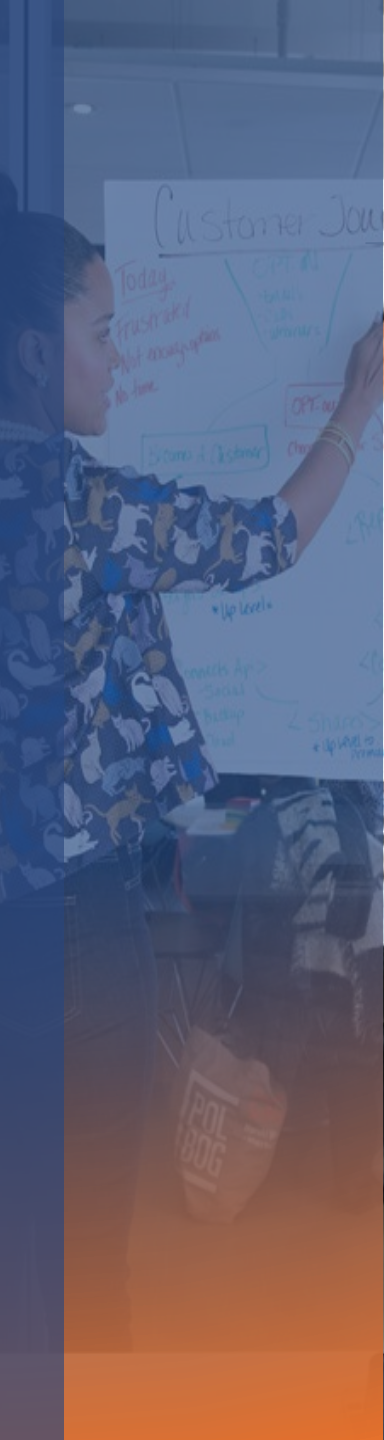


- How communications are being provided
 - Monthly letters from each MCO August and September
 - Monthly letters from Tempus since October
 - Monthly Stakeholder meetings started in June
 - Service Coordinators including information on transition in touch base discussions
 - Frontline calling and texting campaign to DCWs
 - PPL including messages on EVV app, portal, messaging system and in envelope stuffers
 - MCOs partnering with PHLP (Pennsylvania Health Law Project) with talking points and requests to guide participants to the correct place with questions
 - Common Law Employer and Direct Care Worker Transition Packet mailing in November and ongoing for new enrollments

Sharing the News!



- How communications are being provided
 - Tempus Call-in/Online WebEx Transition Information Sessions held in November and December
 - Tempus hosted In-Person Transition Sessions in December
 - General Question & Answer Call-in/Online WebEx Sessions starting in January through transition
 - Tempus EVV Training started in January



Transition Packets for Common Law Employers and Direct Care Workers



Tempus mailed pre-populated Transition Packets with information received from Public Partnerships LLC.

- Packets mailed to the Common Law Employer's address on file.

Participant/Common Law Employer Transition Packets include:

- Cover Letter
- CLE Enrollment Checklist
- Common Law Employer Agreement *
- IRS Form 2678 - Employer/Payer Appointment of Agent *
- Tempus Notice of Privacy Practices

* Sign and Return; Requires signature of the CLE

Direct Care Worker Transition Packet sent for EACH of your DCWs. Packets include:

- Cover Letter
- DCW Enrollment Checklist
- Direct Care Worker Agreement **
- Direct Care Worker Information and Acknowledgement Form **

** Sign and Return; Requires signature of both the CLE and the DCW

Transition Packet Mailing



- Initial CLE and DCW transition packets mailed by end of November 2021
 - Packets mailed to “active” or “good to go” CLEs and DCWs based on information provided by PPL.
 - Packets returned to Tempus as undeliverable are being researched to make sure everyone gets a packet who should receive a packet.
 - Some packets were mailed to Participants who transferred to Agency Model and no longer using self-directed services.
 - Tempus and CHC-MCOs are going through the list to remove those not using self-directed services.
- As new Participants and DCWs complete the enrollment process with PPL, Tempus will mail transition packets when notified of an “active” or “good to go” status through regular updates provided by PPL.
- Participants who did not receive a transition packet for themselves or an active DCW, should complete a **packet request on the Tempus website at <https://pa.tempusunlimited.org>** or email Tempus at **PAFMS@tempusunlimited.org** or call 1-844-9TEMPUS (1-844-983-6787),

Preparing for What's Ahead



- Tracking of packets to ensure individualized outreach for no response or corrections needed
- Pre-populated forms – easy to complete
 - Low percentage of corrections – doing individual outreach for corrections
- MCOs socializing information for all participants throughout organizations
- MCOs preparing internally with staff training and education, as well as team updates

Transition Progress – Packets



- Transition Packet Statistics
 - 48% of CLE packets and 40% of DCW packets were returned
 - Tempus planning to re-mail transition packets to all individuals who have not returned their packet
 - Transition packet requests can be submitted on the Tempus website
 - During EVV training sessions, CLEs and DCWs reminded to return their packet
- Transition Packets returned that are incomplete
 - Tempus is identifying categories of issues and doing targeted communication that includes text, email and phone messages
- Transition Packets need to be returned and complete prior to first payroll check on April 1, 2022

Transition Progress – Call Center



- Call Center Stats and Activity
 - Dedicated Pennsylvania toll-free phone line
 - Average wait time is 6 minutes as of yesterday (2/4/2022)
- Staffing Plan for Call Center
 - Hiring of call center staff is ongoing
 - Professional trainer hired to decrease training time for new hires
 - Developing tiers of support for Customer Relations Department
- How is Tempus managing call backs and responses to emails
 - Auto call back feature will be implemented February 4
 - Most call backs made by Customer Relations staff after 4:30 pm when inbound calls end
 - Emails are reviewed and routed to the appropriate department for a response

Transition Progress – Call Center



- Tempus anticipates call volume will spike March 6 and again on March 13 when time needs to be submitted to Tempus
- Expect incoming calls from individuals who didn't return a packet or attend EVV training
- Tempus plan to assist CLEs and DCWs
 - Dedicated group to handle EVV questions
 - Additional Q&A sessions for non-EVV questions
 - “How to” Guides on how to submit and approve time worked will be posted to Tempus website
 - Recording of EVV Training sessions will be posted to the Tempus website soon
 - Scheduled EVV sessions will continue through end of March
 - Telephony option available

Information Sessions



Call-in and Online Information Sessions



- Tempus will host **one hour Question and Answer Call-in and Online WebEx sessions** through the transition to answer general questions from Participants, CLEs and DCWs.
 - Login Information included in the monthly communication and posted to the Tempus website at <https://pa.tempusunlimited.org/>.
 - Please note: These are **NOT** EVV training sessions.

January 10, 2022 through April 1, 2022						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	Every Monday	Every Tuesday		Every Thursday	Every Friday	
	General Q&A Hour 10:00 AM	General Q&A Hour 4:00 PM		General Q&A Hour 10:00 AM	General Q&A Hour 4:00 PM	

Payroll



Payroll Timeline

- Tempus will issue payroll checks starting April 1, 2022
- Payroll schedules for Participants will remain the same
 - **Participants on Schedule B with PPL**
 - Services beginning with pay period **3/6–3/19/2022** will be submitted to Tempus
 - Payment date 4/1/2022
 - The payroll period of 3/20-4/2/2022 will be paid on 4/8/2022
 - Check dates will be every 2 weeks thereafter (4/22; 5/6; 5/20; etc.)
 - **Participants on Schedule A with PPL**
 - Services beginning with pay period **3/13–3/26/2022** will be submitted to Tempus
 - Payment date 4/1/2022
 - Check dates will be every 2 weeks thereafter (4/15; 4/29; 5/13; etc.)

EVV Timesheet Submission and Approval Process Training



Timesheet Submission & Approval Process



- **Electronic Visit Verification (EVV) requirements do not change. Changes to process include:**
 - New app to clock in and clock out
 - New process for DCWs to review and submit time to CLE for approval
 - New approval process for CLEs
 - New phone system option for DCWs and CLEs to record and approve time
- Important information regarding Tempus user accounts:
 - All CLEs and DCWs ***must have a unique email address***
 - CLEs and DCWs will need to provide Tempus their email address
 - To provide email address to Tempus, visit <https://pa.tempusunlimited.org/> and click on the email survey link, answer the questions, and submit the form
 - “How to” videos explaining how to get free email accounts with Google, Microsoft and Yahoo! on Tempus website
- **Every Common Law Employer and Direct Care Worker will need to be trained.**

Timesheet Submission & Approval Process



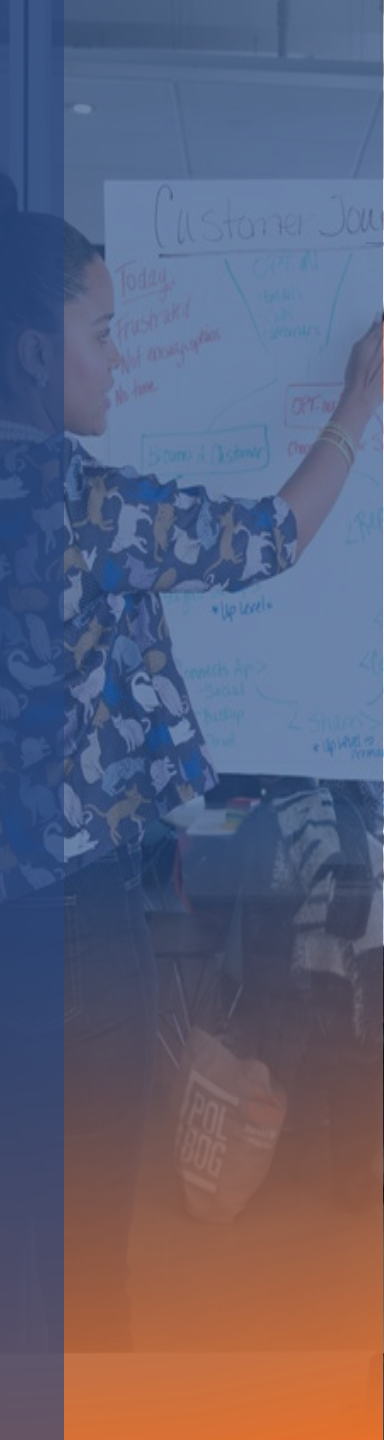
- Beginning January 10, 2022, Tempus began to host multiple training sessions for CLEs and DCWs.
- Training will be conducted through:
 - Online WebEx Sessions
 - In-person Sessions
 - How-to Guides and Training Videos will be posted to the Tempus website
- Training topics include:
 - How to download and use the **Tempus EVV app** to clock in and clock out
 - How to use the **Tempus portal** to submit time worked, edit a shift and create a manual entry
 - How to use **Tempus phone system** to clock in and clock out
 - How to approve or reject a shift
 - How to use the **Tempus portal** to view timesheet and payment information
 - How to obtain a user account to access the **Tempus EVV app** and **Tempus portal**

Timesheet Submission & Approval Process



- Tempus will host **90 minute Online WebEx sessions** from **1/10/2022** through **4/2/2022** for CLEs and DCWs to learn how to submit and approve time worked.
 - Login Information included in the monthly communication to CLEs and posted to the Tempus website at <https://pa.tempusunlimited.org/>.

January 10, 2022 through April 2, 2022						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	Every Monday	Every Tuesday	Every Wednesday	Every Thursday	Every Friday	Every Saturday
	DCW 12:00-1:30 PM	CLE 10:00-11:30 AM	DCW 9:00-10:30 AM	CLE 11:00-12:30 PM	DCW 10:00-11:30 AM	CLE and DCW 10:00-11:30 AM
	CLE 3:00-4:30 PM	DCW 2:00-3:30 PM	CLE 12:00-1:30 PM	DCW 2:00-3:30 PM	CLE 2:00-3:30 PM	
			DCW 7:00-8:30 PM	CLE 7:00-8:30 PM		



What's New



What's new with Tempus

- DCWs will have three payment options to receive their paycheck
 - Direct Deposit
 - Paper Check
 - **New** – U.S. Bank Debit Card option
 - Tempus will assist with DCW enrollment for the Debit Card

- Call center call back feature

- Enhanced Training for Direct Care Workers
 - The direct care workforce has a challenging job
 - Considerable skill level is needed to provide direct care
 - Advances skills and knowledge
 - It advances productivity and performance
 - Training develops work ethics, relationships, and safety
 - It standardizes work processes while recognizing unique nature of each participant
 - It boosts morale and improves worker satisfaction
 - Participants will feel impact of elevated service

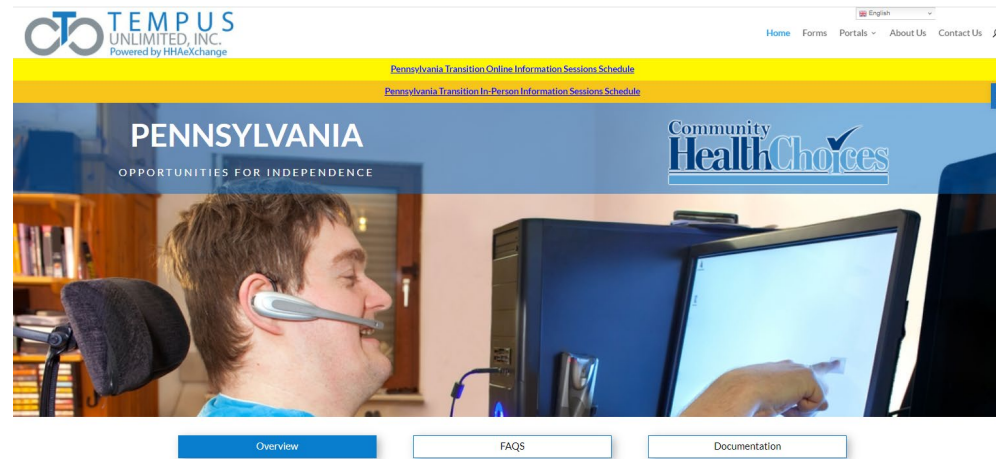
Tempus Website



Tempus Informational Website



- Website address: <https://pa.tempusunlimited.org>
 - This is your **best** source of information



- **Check Frequently:** Information and updates from the CHC-MCOs and from Tempus will be posted to the Documentation section
- Webinars and In-person sessions: Schedule posted with important webinars and in-person sessions to assist you with submitting and approving time worked
- The FAQs will be updated as we provide more information to Participants, Common Law Employers, and Direct Care Workers

Pennsylvania In-State Hiring Initiative



- Tempus is hiring remote and in-office staff for Pennsylvania
- Tempus is opening three offices in Pennsylvania
 - Pittsburgh Area
 - Central Pennsylvania
 - Philadelphia area
- Individuals with lived experience or an understanding of self-direction would be valuable
- Please check the Tempus website frequently for job openings:
 - Website: <https://tempusunlimited.org>

Questions?

